**Ch 6, User documentation, p 226-**

**Onscreen user documentation**

1. What is the nature of onscreen user documentation?

It is information to provide guidance to users.

1. List the 3 functions of onscreen user documentation?

User may refer to it for instructions on accessing and using features of new programs or devices.

A user in a workplace may refer to in-house onscreen user documentation for info on company procedures and policies for their information system.

If a problem occurs while using product , the user may refer to a help file or an onscreen instruction manual to find a solution.

**Types of onscreen user documentation:**

1. User guides and instruction manuals
   1. What are the purpose of these guides?

Is to inform and instruct the user about the characteristics, capabilities and functions of the hardware or software.

* 1. What are the two popular formats for onscreen user guides? Why?

PDF and hypertext because of the availability of the software to view these two file types come default with almost all operating systems and is free.

* 1. What is a third party user guide?

These are developed by a source other than the original creator of the product that provides a more in-depth or more suitable relevancy to their target audience.

Describe the characteristics of the following types of onscreen user documentation.

1. Quick start guides

First time or inexperienced users

1. In-house user documentation

Employers guides on how to use an information system.

1. Read me files

Plain text files that have important information on the prouduct.

1. Tutorials

Step by step instructions accompanied my video or images as examples that explain in depth about features.

1. Help files

Is a searchable information about features and functions

1. Web support

Onscreen documentation for products available from the developers website. Or online support with real people in a irc.

1. Tool tips & hint boxes

Are small boxes of text that appear when hovering a certain part of a program that briefly explains its functionality